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Claim Amendments:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1-28. (Canceled).

29. (Currently Amended) A method of communicating with an originator of a call, the method comprising:

receiving a call at a first interactive voice response unit;

performing an evaluation of the call based on a set of business rules;

routing the call from the first interactive voice response unit to a second interactive voice response unit based on the evaluation;

in response to the call, automatically scheduling and sending an email to the originator of the call, the email including a targeted communication message relating to ~~the~~ a subject matter of the call.

30. (Original) The method of claim 29, wherein the subject matter of the call includes a customer request and wherein the email includes information responsive to the customer request.

31-37. (Canceled).

38. (New) The method of claim 29, wherein the targeted communication message includes an advertisement.

39. (New) The method of claim 29, wherein routing the call comprises:

accessing a set of call destination rules; and

applying the evaluation to the set of call destination rules to direct the call to the second interactive voice response unit.

40. (New) A switchboard system comprising:

a data module including an input to receive an incoming call, the data module responsive to one or more remote interactive voice applications and an Internet-based telephony system, the data module to selectively answer the incoming call;

a first interactive voice response (IVR) module coupled to the data module, the first IVR module responsive to the incoming call to engage a voice dialog with a caller using a set of language models to generate a message;

a call routing module coupled to the first IVR module to receive and to decode the message, the call routing module responsive to a destination IVR rules table and responsive to logic to determine when a live agent is required, the call routing module to route the incoming call to a destination address, the destination address comprising one of a computer telephony interface, a second (IVR) module, and an application-to-application connection to a designated IVR application of a set of IVR applications.

41. (New) The switchboard system of claim 40, further comprising a customer relationship management (CRM) system to access a contact history of the caller.

42. (New) The switchboard system of claim 41, wherein the CRM system is adapted to determine a personalized message for a caller based on a queue associated with access to the live agent.

43. (New) The switchboard system of claim 41, wherein the CRM system is adapted to route the incoming call to the live agent using a whisper transfer.

44. (New) The switchboard system of claim 41, wherein the CRM system plays a group message based on the message from the first IVR module provided by the call routing module.

45. (New) The switchboard system of claim 41, wherein the CRM system is coupled to a distributed computer network interface responsive to a computer network to communicate electronic mail messages in response to the call routing module.

46. (New) The switchboard system of claim 40, wherein the data module is adapted to determine if a dialed number identification service identifier associated with the incoming call is defined and to play a pre-defined announcement before terminating the incoming call.

47. (New) The switchboard system of claim 40, further comprising a customer relationship management (CRM) system to detect an available live agent at the computer telephony interface and to transmit call context data to a display of the available live agent.

48 (New) The switchboard system of claim 47, wherein the CRM system is adapted to play a chained message from one of voice recordings of the caller or a number of concatenated audio messages associated with the message.

49. (New) The switchboard system of claim 40, further comprising an application server coupled to the data module, the IVR module, and the call routing module, the application server having access to a business logic database to retrieve business rules and logic.

50. (New) The switchboard system of claim 49, wherein the business logic database includes call treatment rules based upon at least one of a customer type, time of day, type of service, type of call, size of customer, and personalized caller information.

41. (New) The switchboard system of claim 50, wherein the call routing module routes calls using a routing priority based upon the call treatment rules.

52. (New) The switchboard system of claim 40, further comprising a personalized call queue for temporarily holding calls to be routed.

53. (New) The switchboard system of claim 40, further comprising a plurality of automated call response destinations.

54. (New) The switchboard system of claim 53, wherein the plurality of automated call response destinations includes a billing destination, a repair destination, and a bill collection destination.

55. (Original) The system of claim 40, further comprising a computer telephony interface responsive to the IVR module, the computer telephony interface coupled to a call center agent terminal and adapted to launch a screen display at the call center agent terminal.

56. (Original) The system of claim 55, wherein the screen display is a screen pop that includes session specific information collected from the incoming call and wherein the screen display includes information gathered from a customer relationship manager database.

57. (New) A method comprising:

receiving a call at a first interactive voice response (IVR) unit;

determining a dialed number identification service (DNIS) identifier or an Internet protocol (IP) host associated with the call;

when the DNIS identifier or the IP host is unknown, constructing a default dialog for the IVR unit to execute to provide a default IVR interface for the call; and

when the DNIS identifier or the IP host is known, retrieving a starting Voice extensible markup language (VoiceXML) document including processing logic for the IVR unit to execute to provide an IVR interface to the caller.

58. (New) The method of claim 57, wherein the call comprises a session initiation protocol (SIP) call with a telephone network identifier attached as an argument to a hypertext transfer protocol request.

59. (New) The method of claim 57, wherein, when the DNIS identifier or the IP host is known, the method further includes searching a database to identify a special rule associated with the DNIS identifier or the IP host.